

I called Sonic support to inquire about an improved DSL service at a lower cost. I was informed that if I want to downgrade my current DSL service on phone number 650-424-1729 I need to disconnect the service and ask for a new low cost DSL. For the time being I maintain two DSL services, the other one is on phone line 650-493-2826 with SBC Global.net. The briefer on the line was quite informative, however he could not offer a downgraded service on the line 650-424-1729, thus I will continue to accrue expensive service until I call to disconnect.